

STATEMENT OF OBJECTIVES

The United States Patent and Trademark Office (USPTO), Office of Administrative Services (OAS), requires the operation of a Mail Center which provides for the receipt, sorting and distribution of incoming, outgoing and interoffice mail, including patent application files, in an accurate, efficient and timely manner.

SCOPE

The effective operation of the USPTO Mail Center requires that the successful offeror provide all necessary personnel (qualified and properly trained), supervision, management, equipment (except for Government Furnished Equipment listed on Attachment A), and vehicles to support its daily operation. The successful offeror will also be required to provide technical advice and assistance to USPTO offices and employees to resolve operational problems, reduce mailing costs, improve USPTO mail delivery/pick-up services and implement new USPTO mailing programs. Normal operation of the USPTO Mail Center facility will be daily, Monday through Friday, excluding Federal holidays, during the hours of 6:00 a.m. to 5:30 p.m. EST.

Currently, mail is delivered to USPTO Staff located within the following 17 buildings comprised of approximately 105 mail stops (see Attachment B for detailed list of mail stops). The number of mail stops is subject to change due to future reorganizations.

CG2	Crystal Gateway 2	1225 Jefferson Davis Highway
CG4	Crystal Gateway 4	1213 Jefferson Davis Highway
CM1	Crystal Mall 1	1911 South Clark Place
CP1	Crystal Plaza 1	2001 Jefferson Davis Highway
CP2	Crystal Plaza 2	2011 South Clark Place
CP3	Crystal Plaza 3	2021 South Clark Place
CP3/4	Crystal Plaza 3/4	2021 South Clark Place
CP4	Crystal Plaza 4	2201 South Clark Place
CP6	Crystal Plaza 6	2221 South Clark Place
CS4	Crystal Square 4	1745 Jefferson Davis Highway
CS5	Crystal Square 5	1755 Jefferson Davis Highway
PK1	Crystal Park 1	2011 Crystal Drive
PK2	Crystal Park 2	2121 Crystal Drive
PK3	Crystal Park 3	2231 Crystal Drive
PK5	Crystal Park 5	2451 Crystal Drive
NT	North Tower	2800 Crystal Drive
ST	South Tower	2900 Crystal Drive

The annual workload is an estimated 10 million pieces of mail. See Attachment C for mail categories and estimated annual volumes. The USPTO anticipates a 5% increase of annual volumes per year over the life of the contract.

The USPTO Mail Center handles the following types of mail:

1. INCOMING MAIL FROM THE UNITED STATES POSTAL SERVICE – This category has the following major subcategories.
 - A. Specially Addressed Mail
 - B. Regular First Class Mail
 - C. USPS Express Mail
 - D. Returned Mail from USPS
 - E. Certified and Registered Mail
2. OUTGOING MAIL TO THE UNITED STATES POSTAL SERVICE – This category has the following major subcategories.
 - A. Regular First Class Mail
 - B. Certified and Registered Mail
3. OUTGOING DOMESTIC/INTERNATIONAL EXPRESS MAIL VIA COMMERCIAL CARRIERS
4. USPTO INTER-OFFICE MAIL
5. USPTO SPECIAL DISTRIBUTIONS TO USPTO EMPLOYEES

As required under Section L.4 of the RFP, each offeror is required to prepare and submit a Quality Assurance Surveillance Plan (QASP) that will ensure that the USPTO's Mail Center Facilities are operated in an efficient and high quality manner. The proposed QASP of the successful offeror will be incorporated into the resulting contract award for performance by the successful offeror. In the offeror's QASP, the offeror must (1) propose and describe the type and frequency of reports to be submitted to and meetings to be held with USPTO and (2) propose and define Performance Standards and Performance Measures as discussed under Section L.4 of the RFP.

The successful offeror for the USPTO Mail Center will be required to have a working knowledge of and operate USPTO's Mail Center in accordance with all applicable USPS laws, regulations, manuals, and forms.

Beginning in December 2003, the USPTO will begin moving from its present location of 18 buildings in Crystal City, VA to a centralized seven building facility in Alexandria, VA, referred to as the Carlyle campus. The move is planned to take place in three phases:

- Phase 1: December 2003 through January 2004
- Phase 2: October through December 2004
- Phase 3: May 2005

The successful offeror for the USPTO Mail Center will be required to assist USPTO's Office of Administrative Services (OAS) in developing a plan for conducting Mail Center operation during the move. This plan must be executed with minimal impact to mail delivery. During Phase 2 of the move, the successful offeror will be required to provide all necessary personnel (qualified and properly trained) and equipment (except for Government Furnished Equipment listed on Attachment A), for the operation of the USPTO Satellite Mail Center located in the new Carlyle campus. It is currently envisioned that, for the duration of the contract, a Crystal City based location will remain the primary mail delivery site for incoming USPS mail. However, most other mail operations will take place at the USPTO's new Mail Center headquarters located in the Randolph Building at the Carlyle campus. Attachment D captures the Carlyle Housing Plan and reflects the estimated occupancy dates, primary building occupants, and the Crystal City location from which the primary occupants are moving from. Attachment E reflects the Crystal City to Carlyle Transition Plan, capturing the three-phase move timing and presenting the approximately number of mail stops impacted during each phase of the move.

PERFORMANCE OBJECTIVES

1. Customer Satisfaction (Semiannual Customer Survey conducted by a third party, unbiased professional survey firm)
2. Contract Start-up Customer Satisfaction (Contractor conducts start-up success survey via a series of questions addressing key performance indicators)
3. Program/Contract Reporting (Contractor provides weekly, monthly, quarterly and annual reports to COTR and CO)
4. Delivery Accuracy/Management (Remote capture of delivery times of first class and accountable mail to the stated service commitments)
5. Transition Support (Contractor provides innovative suggestions on how to support mail processing operations on two campuses)

PERIOD OF PERFORMANCE

The planned period of performance for the operation of USPTO's Mail Center under this requirement is for a total maximum period of five (5) years from the effective date of the contract through September 30, 2008 under a Firm Fixed Price contract. The contract will contain a base year and 4 option years.

CONSTRAINTS

The successful offeror must operate the USPTO Mail Center under the following constraints:

1. USPTO Budget: The USPTO estimates the following funding amounts by fiscal year, for the operation of its Mail Center:

Fiscal Year 2004: \$1,400,000

Fiscal Year 2005: \$1,470,000

Fiscal Year 2006: \$1,544,000

Fiscal Year 2007: \$1,625,000

Fiscal Year 2008: \$1,700,000

2. Due to statutory and security related requirements associated with the handling of certain Patent-related correspondence, the following mail requires special handling.

Incoming Mail: It is critical that all incoming mail (e.g., letters, flats, parcels, etc.) be date stamped on the outside of the envelope or package and then sorted into anyone of six general categories (e.g., specially addressed, classified, regular, express, etc.). After date stamping and sorting, the mail should be tied into stacks of 38 letters, 18 flats and 10 express mail per bundle. All incoming mail must be sorted and delivered on the day that it arrives at the USPTO.

Classified Mail: Classified mail is usually, but not always, received from Defense Agencies (e.g., Army, Navy, Air Force, etc.), as well as NASA and the Department of Energy. When received, classified mail should be logged in and placed in a USPTO safe.

USPS Express Mail: When received, Express Mail should be date stamped, reflecting the date of receipt at the USPTO, and counted. Additionally, a second date stamp should be placed on the Express Mail envelope reflecting the mail date of deposit in the USPS mail stream.

Outgoing Mail: It is critical that all outgoing USPS mail that is picked up from various mail stops throughout the USPTO campus be metered and made ready for USPS pick-up on the day that it is picked up.

The above items are merely examples of special handling requirements the successful offeror will have to become familiar with and observe.

APPENDICES

Appendix “A” - Government Furnished Equipment

Appendix “B” – Mail Center Mail Stops

Appendix “C” - Mail Center Estimated Workload

Appendix “D” – Carlyle Housing Plan

Appendix “E” – Crystal City/Carlyle Transition Plan